App No.: 09/334,256   Docket No.: M3653.0001/P001
Inventor: Sandra K. Richardson et al.
Title: METHOD AND APPARATUS FOR PLANNING AND
  MONITORING MULTIPLE TASKS BASED ON USER
  DEFINED CRITERIA AND PREDICTIVE ABILITY
    REPLACEMENT SHEET

FIG. 1

WORKSTATION

TERMINAL 1   TERMINAL 2   TERMINAL 3   TERMINAL 4

INTERNET/EXTERNAL NETWORK

6

7
NETSCAPE

8
SUN

5
DATA
DATABASE

FIG. 2

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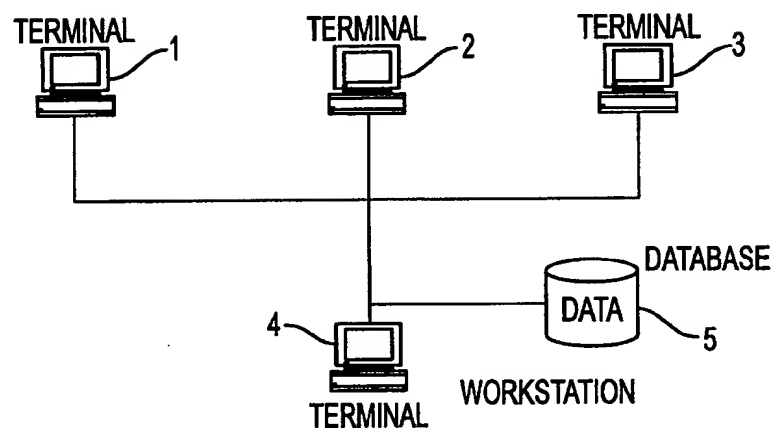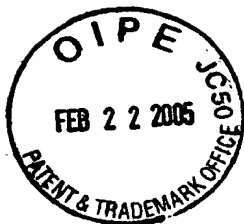   REPLACEMENT SHEET

FIG. 3

10

12 — INPUT PROJECT

↓

14 — TASKS

↓

16 — TASKING HORIZON

↓

18 — SELECT VERBS

↓

20 — ASSIGN TASKS

FIG. 4

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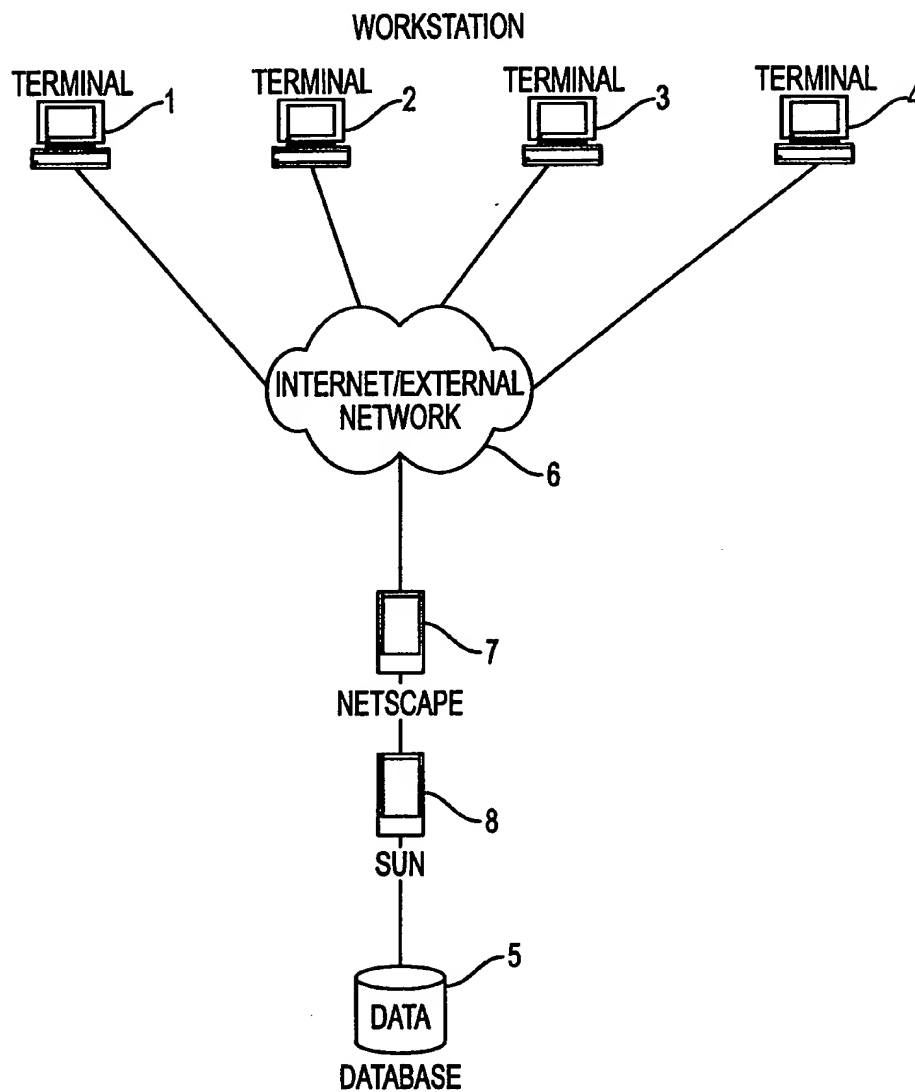 DEFINED CRITERIA AND PREDICTIVE ABILITY
    REPLACEMENT SHEET

22

24 — TASKS

26 — ESTIMATED START STOP DATES

ACTUALS

28 — TASK PERFORMANCE

30 — REASON FOR CHURN

FIG. 5

```
                  ┌──────────────┐
                  │     TASK     │          32
         34 ─────┤  PERFORMANCE │       ◢
                  │    CHURN     │
                  └──────────────┘
                         │
                         ▼
                  ┌──────────────┐
                  │  POSITIVE /  │
         36 ─────┤   NEGATIVE   │
                  │    CHURN     │
                  └──────────────┘
                         │
                         ▼
                  ┌──────────────┐
                  │    REASON    │
         38 ─────┤  (VERB) FOR  │
                  │    CHURN     │
                  └──────────────┘
                         │
                         ▼
                  ┌──────────────┐
                  │     RISK     │
         40 ─────┤    FACTOR    │
                  └──────────────┘
```

FIG. 6

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  DEFINED CRITERIA AND PREDICTIVE ABILITY
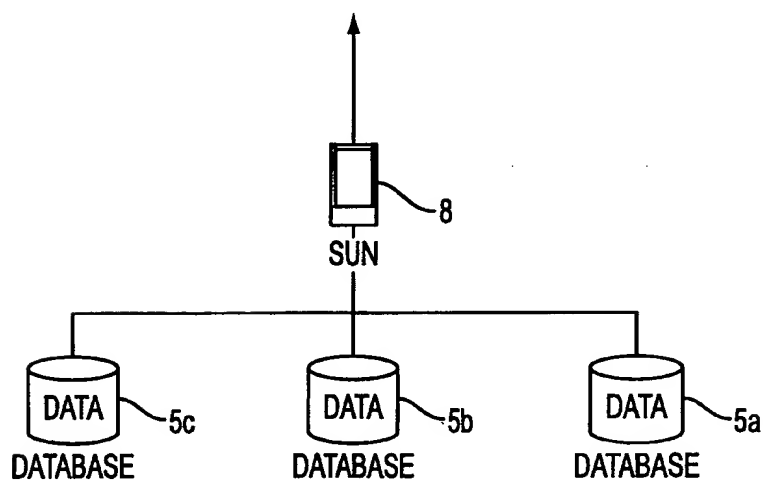   REPLACEMENT SHEET

42

44 — TASKS

↓

46 — EMPLOYEE BASE

↓

48 — VERBS

↓

50 — MATCH WITH KNOWN DATA

FIG. 7

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Inventor: Sandra K. Richardson et al.
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    MONITORING MULTIPLE TASKS BASED ON USER
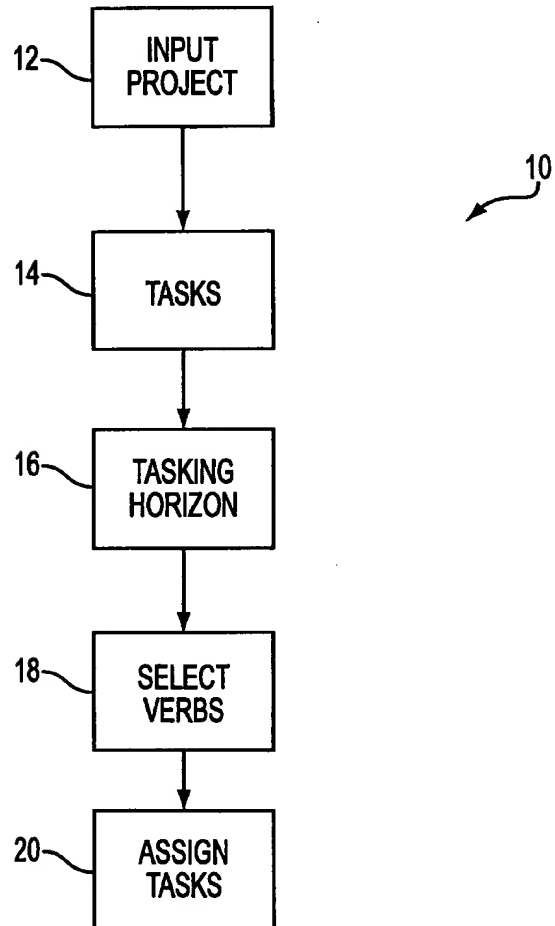   DEFINED CRITERIA AND PREDICTIVE ABILITY
    REPLACEMENT SHEET

FIG. 8

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   REPLACEMENT SHEET

FIG. 9

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Inventor: Sandra K. Richardson et al.
Title: METHOD AND APPARATUS FOR PLANNING AND
MONITORING MULTIPLE TASKS BASED ON USER
DEFINED CRITERIA AND PREDICTIVE ABILITY
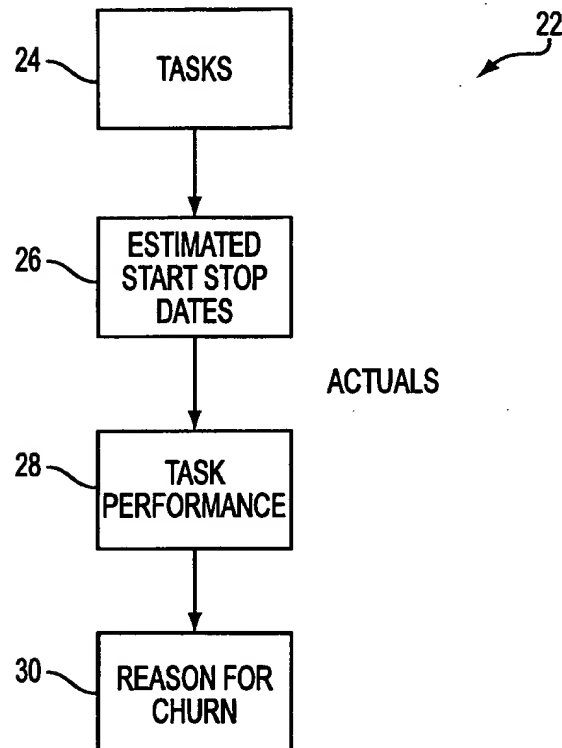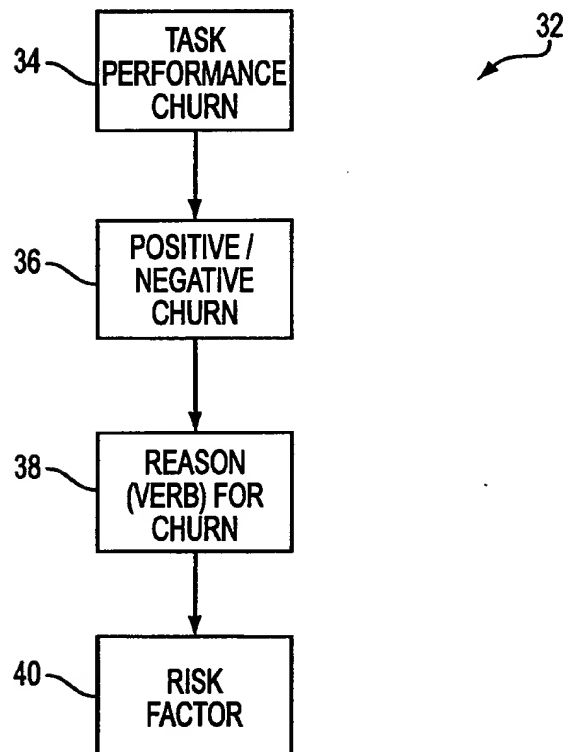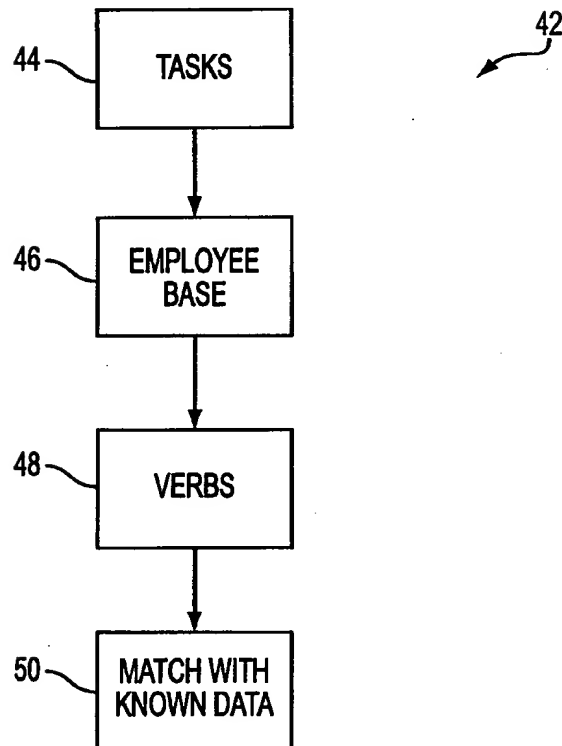REPLACEMENT SHEET

118

```
                                    ┌──────────────┐
                                    │    TASKS      │──120
                                    └──────────────┘
                                           │
                                           ▼
                                    ┌──────────────┐
                                    │  EMPLOYEES    │──122
                                    └──────────────┘
                                           │
                                           ▼
                                    ┌──────────────┐
                                    │ ENVIRONMENT   │──124
                                    └──────────────┘
                                           │
                                           ▼
                                    ┌──────────────┐
                                    │   EXTRACT     │
                                    │  EMPLOYEE     │──126
                                    │ RISK PROFILES │
                                    └──────────────┘
                                           │
                                           ▼
        ┌──────────┐              ┌──────────────┐
    134─│   NON-   │◄─────────────│    MATCH      │──128
        │ MATCHED  │              │    TASKS      │
        │  TASKS   │              └──────────────┘
        └──────────┘                     │
             │                           ▼
             ▼                    ┌──────────────┐
        ┌──────────┐              │   ADD RISK    │──130
    136─│ ESTIMATE │              └──────────────┘
        └──────────┘                     │
             │                           ▼
             ▼                    ┌──────────────┐
        ┌──────────┐              │   ESTIMATE    │
    138─│   RISK   │              │  COMPLETION   │──132
        │  FACTOR  │              │    TIME       │
        └──────────┘              └──────────────┘
             │                           │
             └───────────┬───────────────┘
                         ▼
                  ┌──────────────┐
            140─  │    TOTAL     │
                  │ COMPLETION/  │
                  │  RISK TIME   │
                  └──────────────┘
```

FIG. 10

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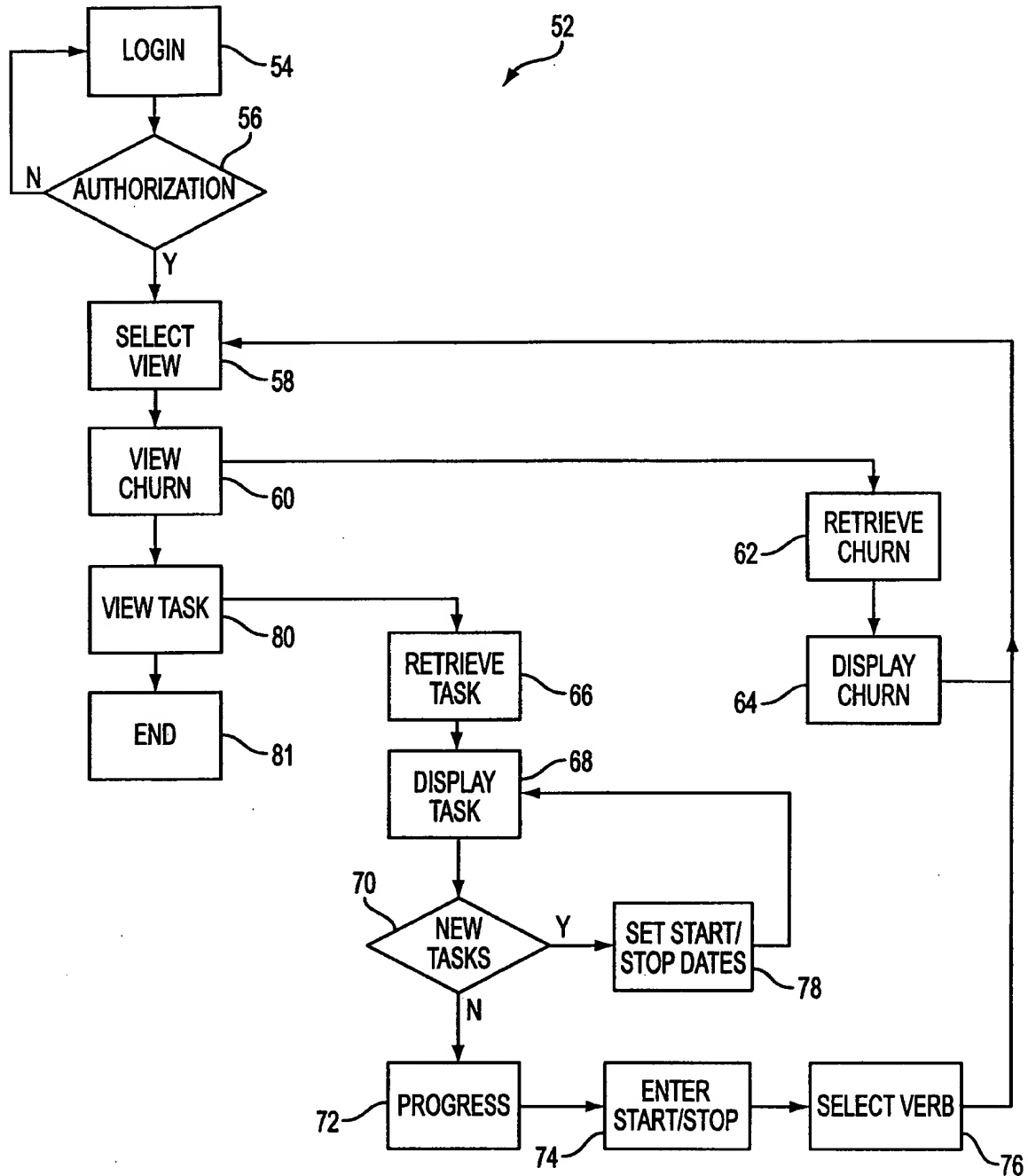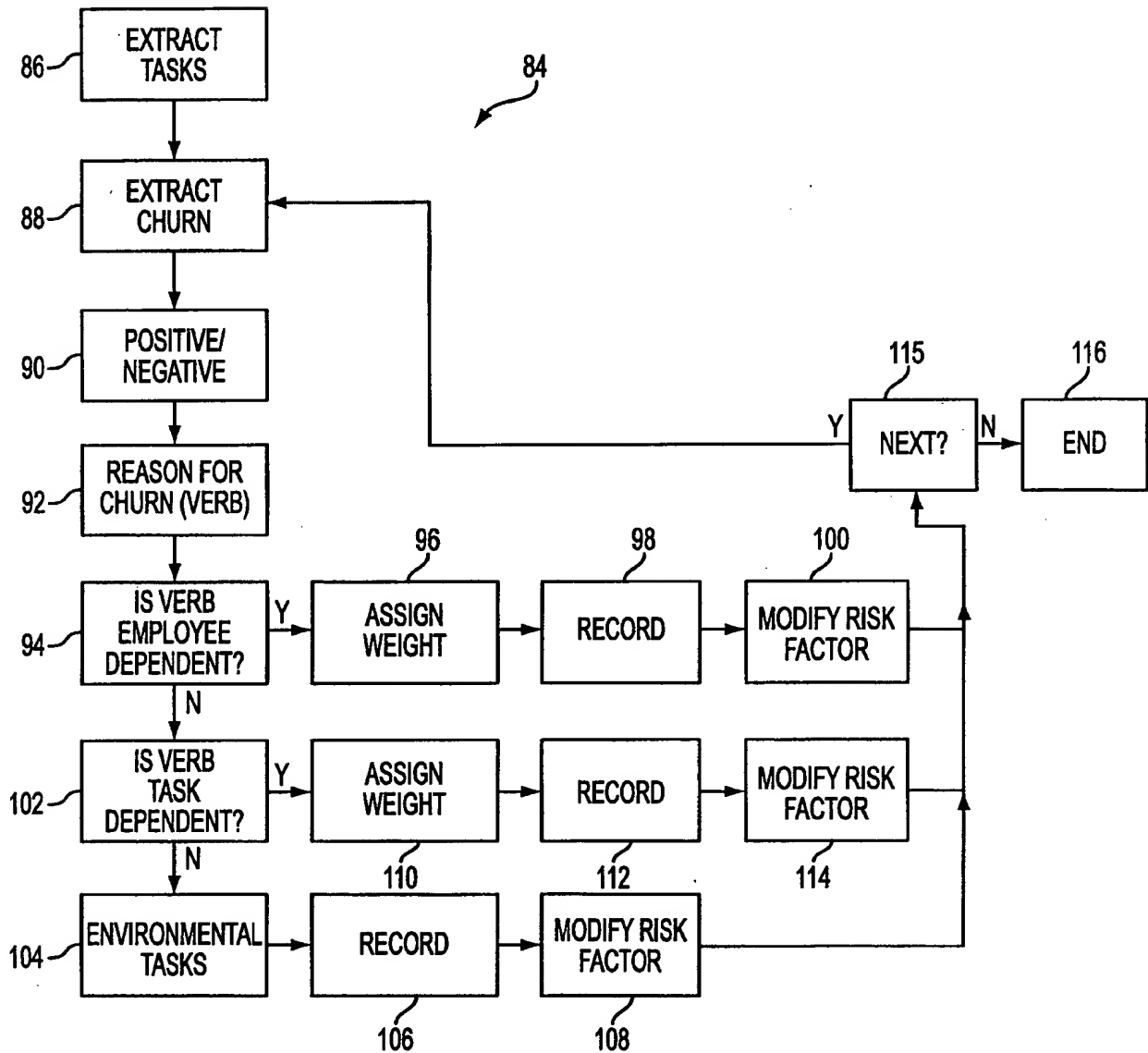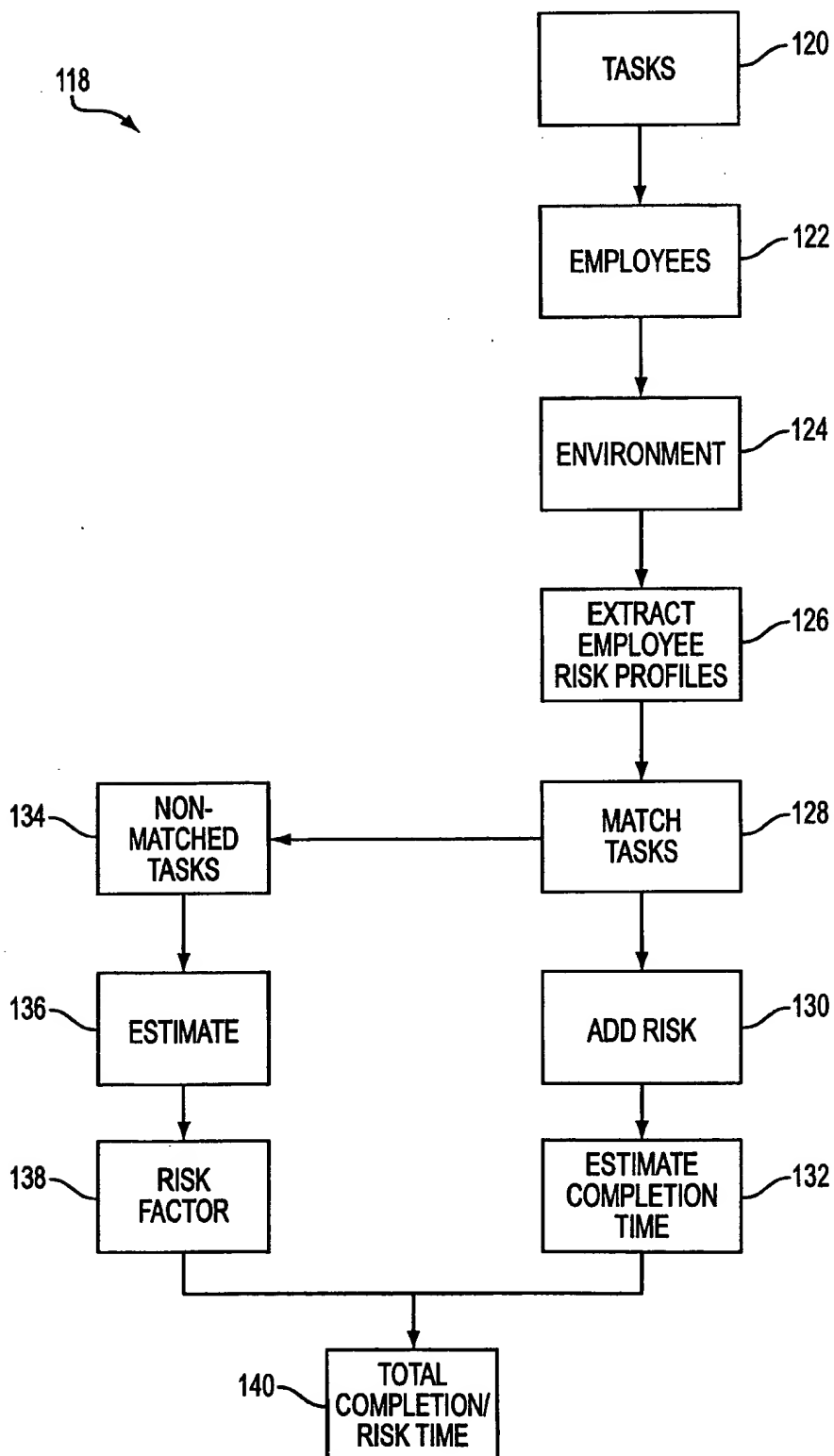   REPLACEMENT SHEET

FIG. 11

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Inventor: Sandra K. Richardson et al.
Title: METHOD AND APPARATUS FOR PLANNING AND
MONITORING MULTIPLE TASKS BASED ON USER
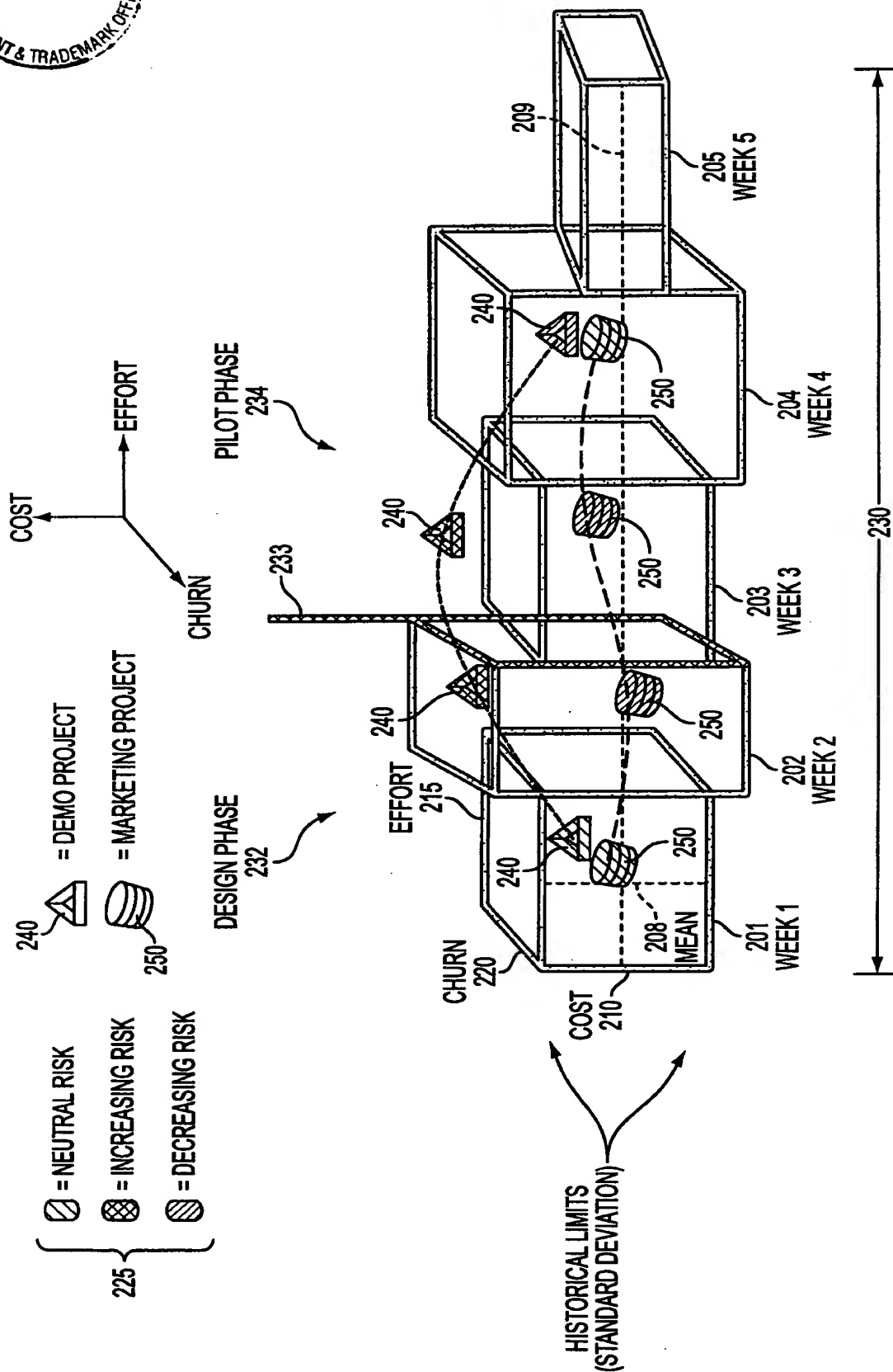DEFINED CRITERIA AND PREDICTIVE ABILITY
REPLACEMENT SHEET

FIG. 12

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PATENT & TRADEMARK OFFICE
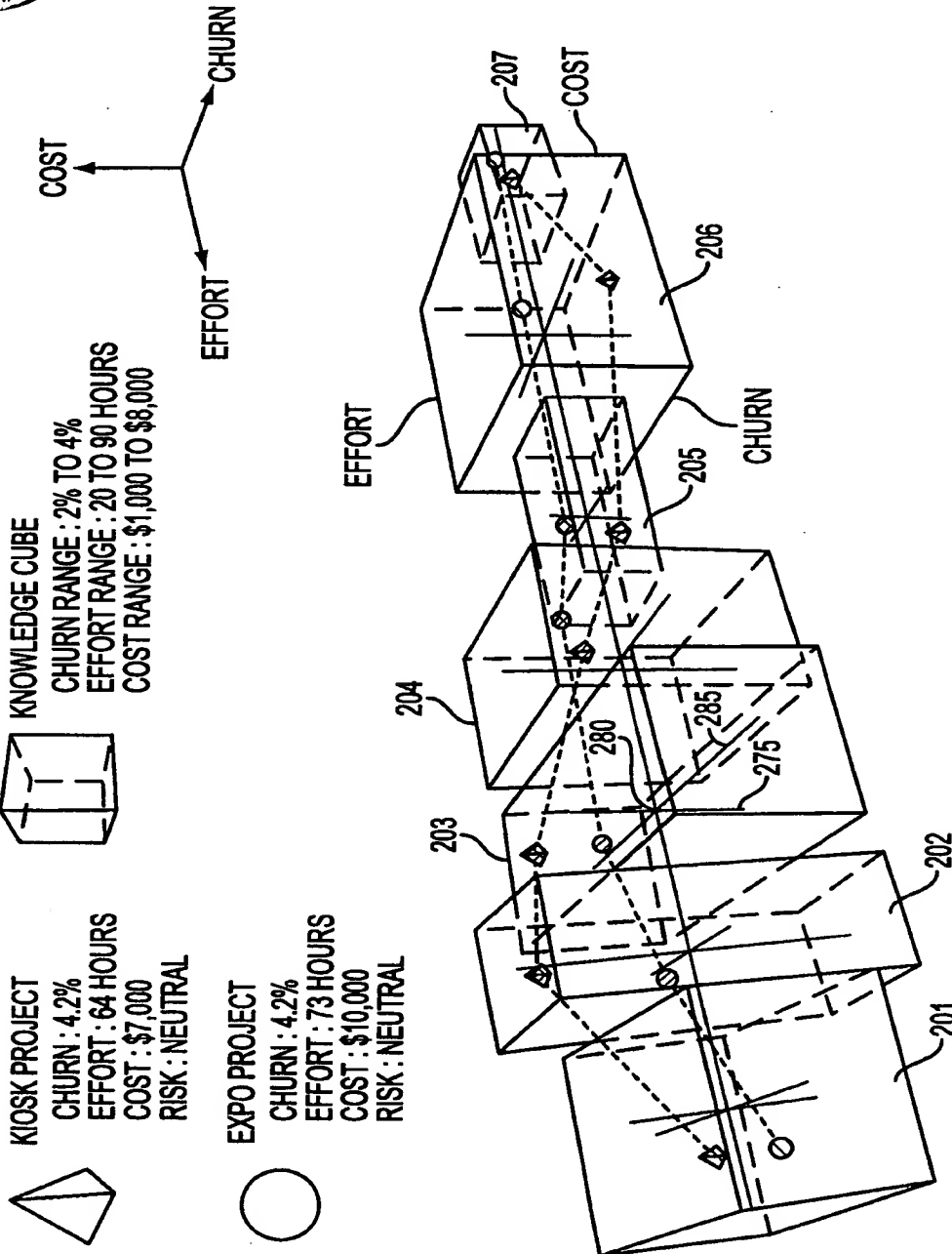
SEVENTH TASKING HORIZON : IMPLEMENTATION PHASE

KNOWLEDGE CUBE
CHURN RANGE : 2% TO 4%
EFFORT RANGE : 20 TO 90 HOURS
COST RANGE : $1,000 TO $8,000

KIOSK PROJECT
CHURN : 4.2%
EFFORT : 64 HOURS
COST : $7,000
RISK : NEUTRAL

EXPO PROJECT
CHURN : 4.2%
EFFORT : 73 HOURS
COST : $10,000
RISK : NEUTRAL

CHURN
COST
EFFORT

CHURN
EFFORT
COST

201 202 203 204 205 206 207
275 280 285

FIG. 13